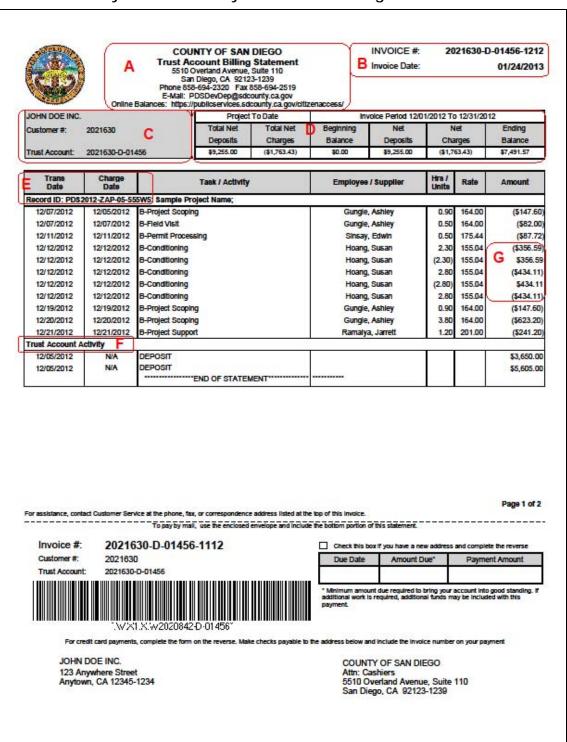


## **Permitting System Help Guides**

TOPIC: How to read your Discretionary Trust Account Billing Statement





# **Permitting System Help Guides**

### **Frequently Asked Questions**

The Land Use & Environmental Group (LUEG) has implemented a group-wide Business Case Management System (BCMS) to improve data sharing, project management, inspection activities, online services, and enhance efficiencies throughout the departments within the group.

#### • What changes will I see on my monthly customer statement?

In the month of February 2013 you will receive two separate statements. The first statement mailed will cover the invoice period 11/16/12 - 12/31/12, and shortly after another statement covering period 01/01/13 - 01/31/13 will be mailed. Although the customer statement will have a slightly different look and feel, there will be minimal changes to the statement. The changes include:

- A) For inquiries regarding your trust account, please contact us using the information provided. We have a new location, email address, and online service center.
- B) The invoice# is your trust account followed by "mmyy" which represents the month and year of the statement activity/invoice period.
- C) The **financial responsible party** is one who can make the financial decisions of the project. At the end of the project, should there be any funds to refund, a check will then be made payable to the financial responsible party. The **customer number** is unique to the customer.
  - The **Trust Account number** is unique to your project. Project Numbers (i.e. Reference Numbers as seen on the previous monthly statements) have been renamed to remove the individual department prefix (e.g. PLU, PWR, PWW, DEH) to allow for a single Trust Account to follow the life of the project from beginning to end. For example, a project may have had an account with Department of Public Works and Planning & Development Services with numbers of "PWR 10-1234567" and "PLU 10-1234567" respectively. In BCMS, the two project numbers have been condensed to a single account that looks as follows "12-D-10-1234567," (with the '12' representing the year of conversion, the "D" representing the account is a Developer Deposit project, followed by the previous existing project number "10-1234567"). In cases where the customer had projects with the Department of Environmental Health, the project number may include one of the following: Permit Type & Number (e.g. LOWS #####) or DEH Tracking Number (e.g. VS####).
- **D) Project to Date: Total Net Deposits** represent the cumulative total of deposits your trust account has received throughout the life of the project.

**Project to Date: Total Net Charges** represent the cumulative total your account has been charged throughout the life of the project.

**Beginning balance** represents the beginning balance for the invoice period.

**Net Deposits** represent the total deposits received during the invoice period.

**Net Charges** represent the total amount charged to your trust account during the invoice period. **Ending balance** represents the balance at the end of the invoice period.

- E) Trans Date is the date in which the funds affected the trust account.
  - Charge date is the date in which labor charges were performed.
  - What was previously referred to as the Project Number is now called the **Record ID**. The Record ID will typically appear on your project correspondence and is searchable online via Accela Citizen Access (ACA).
- F) All **trust account activity** during the invoice period would be listed here. "Deposits" represent money received. "Withdraw" represents a refund. "Adjusts" represent any corrections made to your account.

#### What do the positive and negative numbers mean?

- G) A positive number represents money added to your trust account, whereas a negative number represents money charged to your trust account. When the system went live, a number of errors occurred that were identified and since then has been corrected.
- What do the task descriptions and abbreviations on my monthly statement mean?

The "B" in front of the task description is referring to the fact that the activity was billable. The information after the "B", for example "Project Scoping" is a description of the work that was done. For additional details on the specific activities associated with certain tasks, see <a href="http://www.sdcounty.ca.gov/dplu/regulatory/DD/developerdeposits.html">http://www.sdcounty.ca.gov/dplu/regulatory/DD/developerdeposits.html</a>.